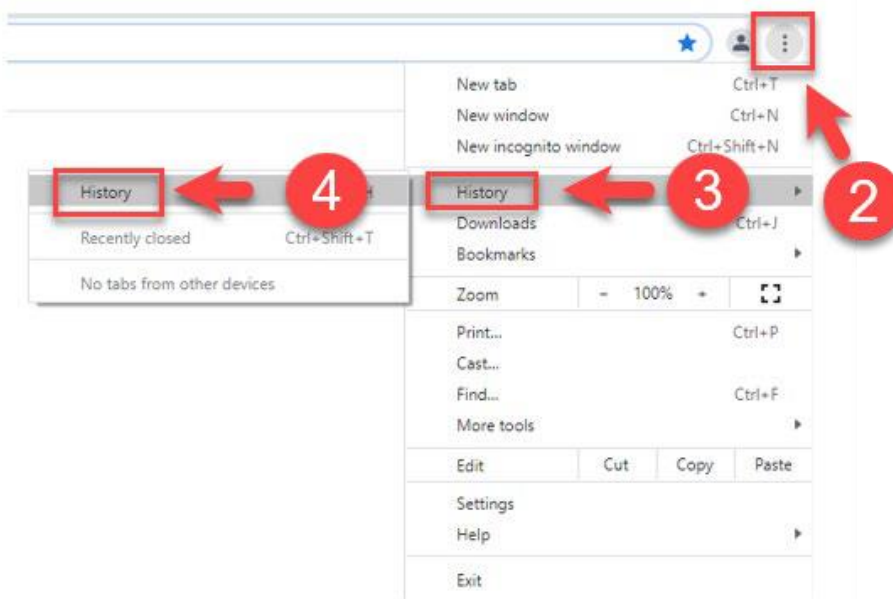


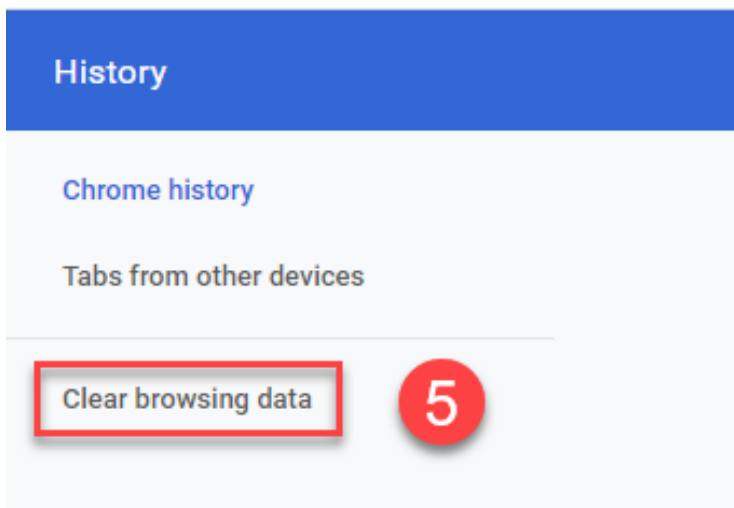
Follow these instructions to clear your browsing history and the cache:

Instructions for Google Chrome

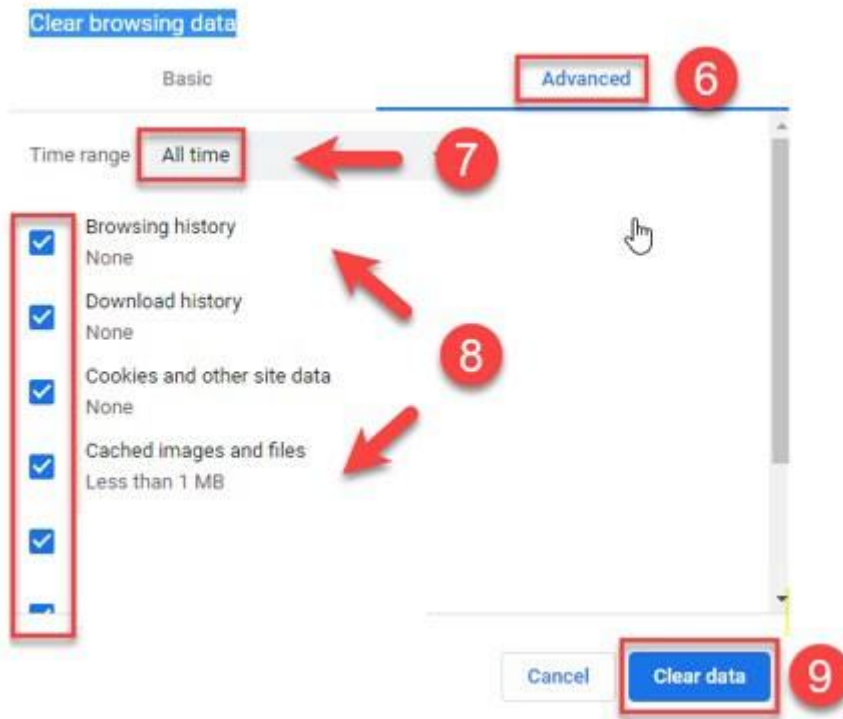
1. Close all browser windows. Open one Chrome browser.
2. Select [**CUSTOMIZE AND CONTROL GOOGLE CHROME**] icon (three vertical dots icon) in upper right corner of the browser.
3. Hover over **History**.
4. Select **History**.



5. Under the History panel on left, select **Clear browsing data**.



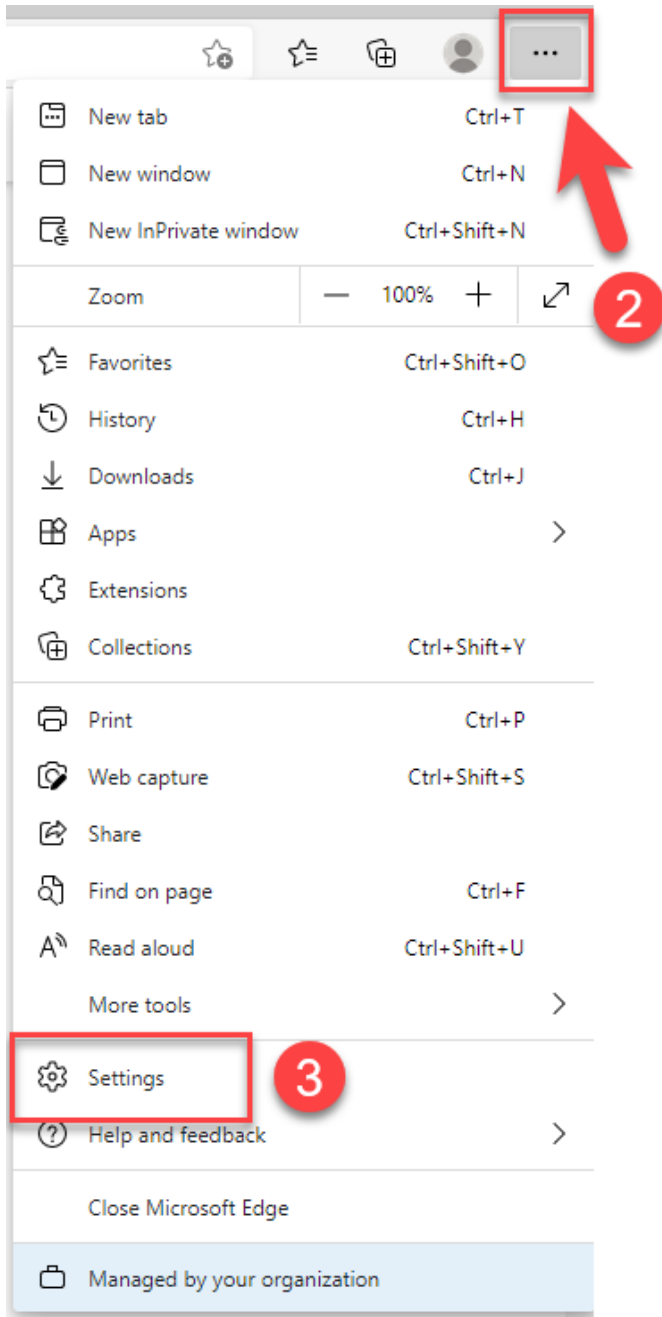
6. Ensure the **Advanced** tab is selected (default).
7. For **Time range**, select **All time** (default).
8. Check mark all boxes (defaults). You will need to scroll down to check mark all boxes.
9. Select **[CLEAR DATA]** button. Browser may take a few moments to clear the cache.



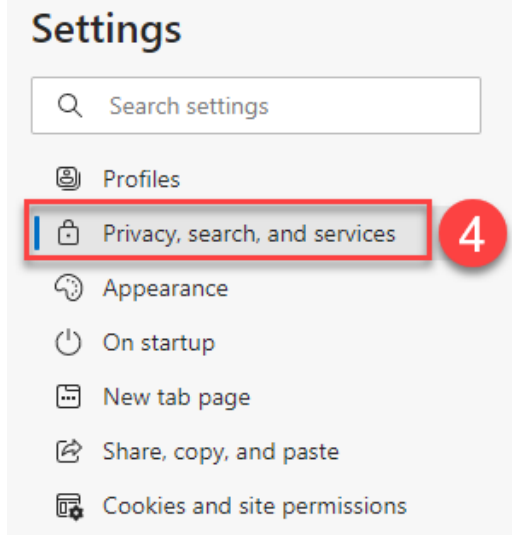
10. Close page, open new browser window and Sign In to Self Service or SEMA4 again.

Instructions for Microsoft Edge

1. Close all browser windows. Open one Edge browser.
2. On your browser menu, select **[SETTINGS AND MORE]** icon (three horizontal dots icon) in upper right corner of the browser.
3. Select **Settings**.



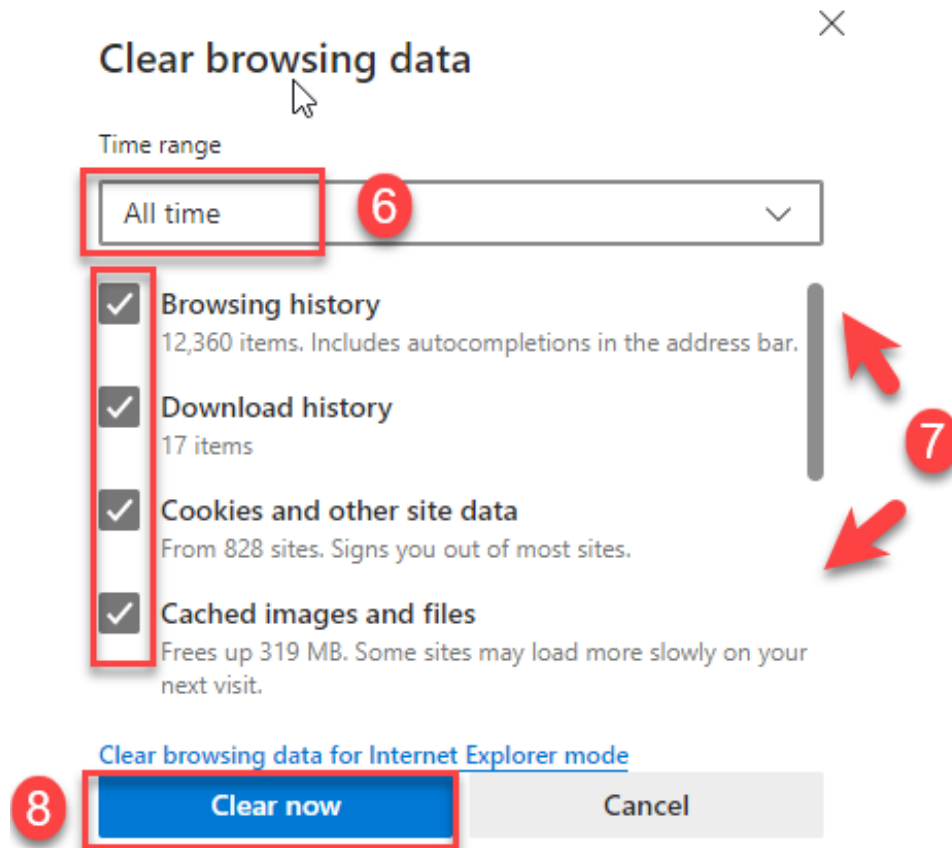
4. In the **Settings** left sidebar, select **Privacy, search, and services**.



5. Under **Clear browsing data**, select **[CHOOSE WHAT TO CLEAR]** button.



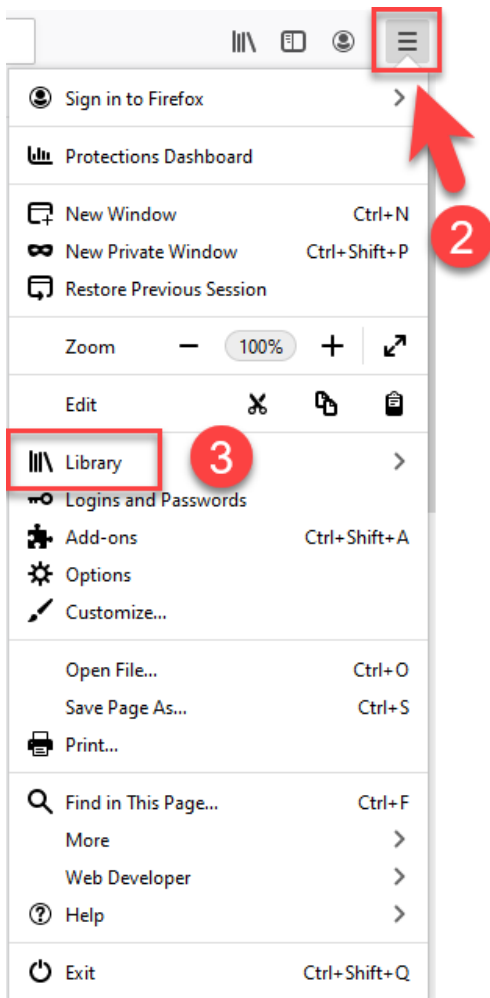
6. For **Time range** select **All time** (default).
7. Check marks by **Browsing history**, **Download history**, **Cookies and other site data**, **Cached images and files**, (down scroll bar), **Autofill form data**, **Site permissions**, **All data from the previous version of Microsoft Edge**, and **Media Foundation Data** (defaults).
8. Select **[CLEAR NOW]** button. Browser may take a few moments to clear the cache.



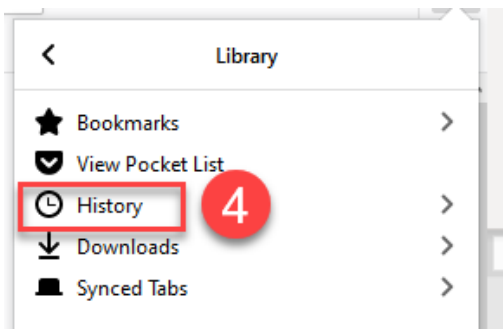
9. Close page, open a new browser window, and Sign In to Self Service or SEMA4 again.

Instructions for Mozilla Firefox

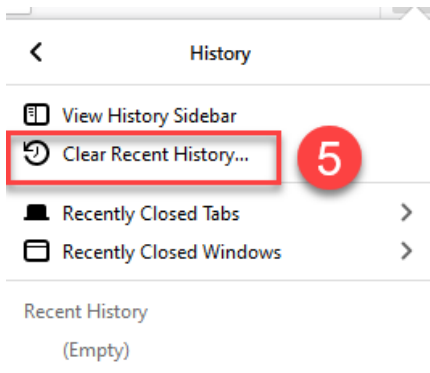
1. Close all browser windows. Open one Firefox browser.
2. Select **Open Menu** icon (triple-bar icon) in the top right corner of the browser.
3. Select **Library**.



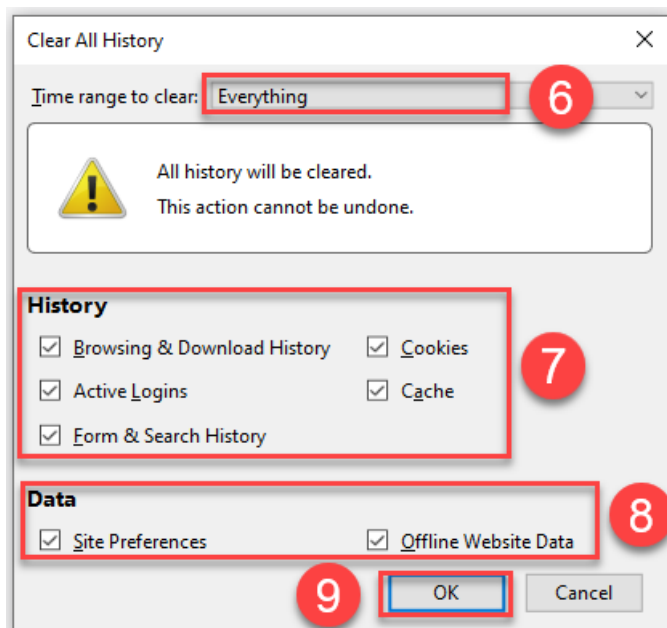
4. Select **History**.



5. Select **Clear Recent History**.



6. For **Time range to clear**, select **Everything** (default).
7. In **History**, check mark all boxes (defaults).
8. In **Data**, check mark all boxes (defaults).
9. Select **[OK]** button. Browser may take a few moments to clear the cache.



10. Close browser, open a new browser and Sign In to Self Service or SEMA4 again.

Still having problems?

If you continue to have trouble clearing your cache, please contact your agency's technical support group.